

**To:** Colaizzi, Jennifer C.[Colaizzi.Jennifer@epa.gov]  
**Cc:** Hart, Daniel[Hart.Daniel@epa.gov]; Peterson, Cynthia[Peterson.Cynthia@epa.gov]  
**From:** Davis, Tim  
**Sent:** Thur 8/13/2015 8:54:19 PM  
**Subject:** Most important issues to address on the website, from the public's perspective

Hi Jennifer!

I'm trying to avoid sending emails (and I have to go back home right now to get my cell phone charger—bummer!), but there are numerous issues I hope that we can address on the website right away that would benefit the public. Fortunately they are mostly very easy fixes, but I would need someone to draft language for me (and I'm not sure who would do that).

These are the biggest website issues, in descending order of importance as far as I can tell:

1. By far the complaint we're receiving from the public is this: Many, many people are going to the "Latest Updates" page, and they're seeing nothing since Monday:

<http://www2.epa.gov/goldkingmine/updates-epas-response-2015-release-gold-king-mine>

We ARE obviously doing many things, but to the public it looks like we're not doing anything due primarily to this page. If someone can draft something for August 12<sup>th</sup> and 13<sup>th</sup>, I could post it immediately if approved. I know that Jeff is absolutely slammed right now.

2. We're getting lots of similar questions, and we desperately need an FAQ page. I've seen MANY emails about this. Cynthia Peterson might have updated FAQs for us.

3. The "Contact Us" form is incredibly circular and frustrating for the public. They're hitting the Contact Us form because their question has not been answered. Then when they get to the form, it gives them a blanket response: "For updated information..." which sends them RIGHT back to the website where they didn't receive the information they needed. And perhaps a different email address should be provided than [r8eisc@epa.gov](mailto:r8eisc@epa.gov), which is the Region 8 Information Center (staffed only until 4PM and by people who are not involved in emergency response, etc).

4. The “Related Information” box has just one link, and it’s to the old “Upper Animas” page that’s of very, very little use to anyone. But it DOES unfortunately have lots of contacts at the bottom of the page, and poor Cynthia, Steven Way and others are likely getting many calls as a result.

5. The “Information for Specific Communities” box only contains a link to La Plata County. People are asking: “What about MY community?” I know that folks are working on this issue; hopefully we can list other communities soon, including N Nation.

6. “While excavating above the old adit” – people are like, “What’s an ADIT?” Granted, it took many, many hours and even days to change the language in that paragraph. And I see that “stored” is back, when I know that I changed that word (with approval). “Stored” makes it look like EPA was actually storing that liquid.